



## **HOMES AND SERVICES COMMITTEE TERMS OF REFERENCE**

### **Membership**

1. The Committee shall comprise of seven Members in total comprising five Independent and Tenant Members of the Parent Board and two Members of the Tenant Voice Group
2. Following agreement with the Board, the Committee may co-opt Independent Committee Members if required, however, the Committee's membership should never include more than 40% co-opted members. Co-opted members will be (re)appointed annually.
3. Paid CGA staff cannot be members of the Homes and Services Committee.
4. The maximum tenure on the Homes and Services Committee is six years.
5. Only members of the Committee have the right to attend Committee meetings. However, other individuals such as the Chief Executive, other executive officers/internal advisors shall attend to support and serve the Committee and external advisors may be invited to attend for all or part of any meeting, as and when appropriate and necessary.

### **Secretary**

6. The Company Secretary, or his or her nominee, shall act as the Secretary of the Committee and will ensure that the Committee receives information and papers in a timely manner, to enable full and proper consideration to be given to the issues.

### **Quorum**

7. The quorum necessary for the transaction of business shall be four.

### **Meetings**

8. The Committee shall meet a minimum of four times a year and otherwise as required. Meetings may be in any format or use any mode or media.
9. Meetings of the Committee shall be called by the Secretary of the Committee at the request of the Committee Chair.

10. Unless otherwise agreed, notice of each meeting confirming the venue, time and date together with an agenda of items to be discussed, shall be forwarded to each member of the Committee, and any other person required to attend, no later than five working days before the date of the meeting. Supporting papers shall be sent to Committee members and to other attendees, as appropriate, at the same time.
11. The Secretary will ensure that meetings are minuted and these minutes are circulated to the next appropriate Parent Board meeting.

### **Responsibilities of the Committee – General**

12. In accordance with the Board’s approved policy framework, oversee the development and implementation of strategies and approve relevant policies relating to: Housing and Neighbourhood Management, Repairs and Maintenance, Property Investment, Property Health and Safety Compliance and Customer Service.
13. Ensure activities within the Committee’s areas of responsibility comply with the requirements of CGA’s Standing Orders and Financial Regulations.
14. Review annual assessments of CGA’s compliance with the following Regulatory Standards: Safety and Quality, Neighbourhood and Communities and Tenancy and recommend the assessments to Board for approval. Following consideration by the Tenant Voice Group, review the annual assessment of CGA’s compliance with the Transparency, Influence and Accountability Standard.
15. Develop the annual Tenant Scrutiny Programme and receive reports from CGA’s tenant scrutiny exercises, reviewing progress in implementing recommendation arising from the scrutiny programme.
16. Consider recommendations for tenant scrutiny reviews from the Tenant Voice Group and commission the Group to undertake scrutiny exercises and report the findings to the Committee to support continuous improvement and enable tenants to influence the design and delivery of CGA’s services.
17. Review the outcomes of audit reports and independent assurance activity in relation to the Committee’s areas of responsibility and agree, where necessary, plans to improve performance and mitigate risk.
18. Ensure all services within the Committee’s areas of responsibility are inclusive and responsive to the diverse needs of CGA’s tenants.
19. Contribute to the delivery of CGA’s annual budgets, financial targets and value for money metrics alongside evaluating long term impacts on the Association’s Business Plan.

20. Review changes to legislation, government policy and regulation in relevant service areas and make recommendations to Board on any action required to ensure continued compliance.

### **Responsibilities of the Committee – Customer Insight**

21. Review and recommend minimum standards of service that tenants can expect to receive to the Board for approval.
22. Monitor and regularly report to Board to provide it with assurance that customer feedback and insight is being actively considered and utilised to influence policy and practice. This will include the receipt of a quarterly report outlining performance in relation to:
  - delivery of customer facing services.
  - how CGA communicates with tenants on the delivery of services.
  - the handling of complaints and service recovery requests including lessons learned and the receipt of compliments.
  - quarterly results from the rolling tenant satisfaction perception surveys, transactional surveys and mystery shopping exercises and monitor the use of the results to drive improvements in service and tenant satisfaction levels.
23. Receive the annual results of the Tenant Satisfaction Measures (TSMs) including both perception and management information measures and approve the annual TSM return prior to submission to the Regulator of Social Housing.
24. Approve CGA's Complaints Policy in accordance with the Board's approved Policy Framework and consider and recommend the annual self-assessment of compliance with the Housing Ombudsman's Complaints Handling Code.
25. Receive reports/updates from the Tenant Voice Group and other tenants who have been involved in reviewing services through CGA's Community Engagement Framework and tenant scrutiny activities.

### **Responsibilities of the Committee – Repairs and Maintenance**

26. Monitor and report to Board to enable it to gain assurance on the performance of all aspects of CGA's responsive repairs and maintenance service to ensure the delivery of an efficient, effective and high-quality service.
27. Oversee CGA's property health and safety compliance arrangements to ensure CGA meets legislative and regulatory requirements. This will include monitoring performance in relation to the Board's approved suite of health and safety compliance indicators and the results of periodic property compliance checks.

### **Responsibilities of the Committee – Investment Activity**

28. Consider and recommend to the Board for approval an annual capital programme for Investment, Cyclical, Planned and Major Works ensuring alignment with the Asset Management Strategy.
29. Monitor and report to Board on the delivery of the Asset Management Strategy and capital programme for major repairs and investment works ensuring appropriate standards of design, specification and project management are achieved.
30. Oversee procurement activity and contractor performance in relation to the Investment, Cyclical, Planned and Major Works programme.
31. Monitor and report to Board on arrangements for assessing the overall condition of CGA's homes and for ensuring compliance with the Decent Homes Standard.
32. Oversee CGA's activities and programmes of work to provide energy efficient homes and become a carbon neutral organisation.

### **Responsibilities of the Committee – Housing Services**

33. Monitor and report to Board to enable it to gain assurance on the performance of all aspects of CGA's housing services functions (including allocations and lettings, empty homes, tenancy management, safeguarding and domestic abuse, older persons and homelessness services) to ensure the delivery of efficient, effective and high-quality services.

### **Responsibilities of the Committee – Income Management**

34. Monitor and report to Board to enable it to gain assurance on the performance of CGA's rent and service charge collection and monitor the performance of tenancy support services to assist tenants who are experiencing financial hardship.
35. Monitor the setting and recovery of service charges ensuring charges are fair, transparent, accurately apportioned and compliant with legal and regulatory requirements.

### **Reporting Responsibilities**

36. The Committee Chair shall report to the Parent Board, on its proceedings after each meeting, on all matters within its duties and responsibilities.
37. The Committee shall make whatever recommendations to the Parent Board it deems appropriate on any area within its remit where action or improvement is needed.
38. The Committee shall ensure the Group complies with all legislative and regulatory requirements in terms of its activities and any disclosure requirements.

## **Authority**

39. The Committee shall arrange for annual review of its own performance and regularly review its constitution and terms of reference to ensure it is operating at maximum effectiveness, recommending any changes it considers necessary to the Parent Board for approval.